

DMV MEDICAL REVIEW PROCESS REFORM

DMV's "OneDone" Strategic Business Plan seeks to minimize the number of in-person visits to DMV by enabling customers to complete their DMV business in just one try.

A key Departmental responsibility is to ensure the medical fitness of drivers. The Department is adopting a number of reforms to the medical review process to improve the OneDone nature of these services.

EASIER ACCESS

- **Medical Review Services Now Available At All Four DMV Service Centers – Any Counter**
Previously, medical review services were limited to a special office at the 301 C Street NW headquarters location. The distribution to all sites is possible via technology (scanned records accessible at all sites) and employee cross-training.
- **Physicians May Fax Medical Reports**
Previously, medical forms had to be hand-delivered, often causing the inconvenience of multiple trips by the applicants, many of whom had disabilities.
- **Placard Duration Extended –Fewer Visits**
Previously, regardless of disability status, long-term placards expired annually, requiring a yearly in-person visit to obtain the renewed placard.
- **General Vision Test Only Required Every Ten years Before Age 75**
Previously, the vision test was required for every renewal. Now every other renewal may be performed on-line or by mail without a vision test. Drivers remain responsible for reporting the development of vision problems in the interim.
- **Mail Applications Accepted, Forms Available at www.dmv.dc.gov**
Previously, forms and transactions were only available through the 301 C Street NW Service Center.

STREAMLINED APPLICATION

- **Fewer Intrusive Questions**
Previously, the application asked questions about a wider range of disability histories than is required by law or necessary to determine eligibility.
- **Combined Medical/Eye Report For Physicians**
Previously, these were two separate forms, even though common medical conditions, such as diabetes, require both. The new form can be utilized for either or both reports.

- **Notarization No Longer Required**

Previously, medical forms required notarization, despite no proven benefit from the added requirement and expense to the citizen.

ENHANCED CERTIFICATION

- **DMV Defers To Physicians Medical Certification**

Previously, DMV staff was expected to review the physician information, despite the absence of necessary expertise or value-added services.

- **Only State-Certified Substance Abuse Treatment Programs Recognized**

Previously, there were no adopted standards for substance abuse treatment programs.

- **Senior Citizen Retesting After Age 75 (Eye, Written And Road Test), With Renewal Notices Six Months In Advance**

Previously, requirements called for an eye and reaction test at each application beginning at age 70 and the written and road test beginning at age 75. However, normal 60-day renewal notices did not notify citizens of this requirement which was laxly enforced.

MORE RESPONSIVE PLACARD SYSTEM

- **New One-Week Temporary Disability Parking Permit**

Previously, there was no ability to accommodate short term needs such as a disability tag taken out of service due to auto repair, time to obtain documents from physicians, short-term visitors, etc. No medical certification is required for the one-week permit, which may only be issued once in a year to residents and non-residents of the District.

- **One-Month to Five-Year Short-Term/Temporary Disability Placard**

Previously, temporary disability placards were issued for only six months and could not be renewed within a lifetime. Now the placard may be issued to residents and non-residents for the period certified by the physician, including renewals.

- **Five-Year Long-Term Disability Placard (renewal date synchronized with driver's license or ID card).**

Previously long-term disability placards were issued for one-year periods which had to be renewed annually, despite the doctor's certification of a long-term disability. Now residents and non-residents may obtain placards valid up to five years, with the expiration date synchronized to the driver license or ID card (to minimize separate renewal trips).

Motorists who have questions regarding these changes can contact the Department of Motor Vehicles at 202-727-5000 or visit the DMV website at www.dmv.dc.gov.